



## FREQUENTLY ASKED QUESTIONS

Division of Child Support Enforcement (DCSE) remains committed to providing you with updates to our program. Recent changes in the law affect your DCSE case with the Department of Juvenile Justice (DJJ). Effective July 1, 2021, DJJ will no longer refer cases to DCSE when juveniles are committed to DJJ.

DCSE is committed to providing you with excellent customer service. You can call us at 1-800-468-8894, email [askdcse@dss.virginia.gov](mailto:askdcse@dss.virginia.gov), or access our MyChildSupport Portal at [mychildsupport.dss.virginia.gov](http://mychildsupport.dss.virginia.gov) with any questions that you may have. It is our pleasure to be of service.

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## PAYMENTS

### **1. Do I still have to pay the past due balance?**

Yes. You are responsible for any unpaid support. Continue making payments towards the balance.

### **2. Will support payments keep coming out of my paycheck?**

Income withholding from your employer will continue to collect towards any past due balances.

### **3. Since I no longer have to pay current support, will my monthly payment be lowered?**

Your payment towards the arrears balance will remain as ordered. If you have experienced a change in circumstances, contact DCSE for information about the Review and Modification process.

### **4. My child will be released from DJJ custody in August. Do I have to continue paying?**

DCSE will not collect current support effective 7/1/2021. If you have any arrears due, you will continue to pay as ordered until the balance is paid in full.

### **5. My child is no longer in DJJ custody. Do I have to pay arrears?**

You are responsible for paying the arrears balance due until paid in full.

## ENFORCEMENT

### **1. If I am unable to pay the remaining balance, will DCSE continue to take enforcement action?**

DCSE will continue to take enforcement action to collect arrears balances. If you are experiencing difficulty making payments, you can request a review of your order and ask about our Family Engagement Services.

### **2. My case is paid in full. Will all enforcement actions stop?**

Cases that are paid in full will be reviewed to release all enforcement actions and begin the closure process.



### **3. I have an interstate case. Will the case close in my state?**

DCSE will notify our partnering agency of the recent updates and your case status.

## **COURT**

### **1. I have a court date scheduled to establish a support order because my child is in DJJ. Do I have to go to the court hearing?**

If you have received a summons to appear in court, you must appear. DCSE cannot excuse your presence at the hearing. Contact the court if you have questions about the hearing.

### **2. Since DJJ cases will no longer be obligated to pay current support as of 7/1/2021, will DCSE refer my case to court if I do not make my payments on the arrears balance?**

DCSE will refer cases to court when case court referral criteria. Although, current support is no longer due as of 07/01/2021, payments are still due on arrears balances. Enforcement actions and collection methods will not stop once the current support closes.

## **DJJ CASE CLOSURE**

### **1. I always pay my current support payments and do not owe any arrears. Will the case close?**

DJJ cases that do not have a balance due will be reviewed for closure.

### **2. My case recently opened, but I don't have an order. Do I still have to pay support?**

If an order to pay support has not been entered by July 1, the case will be reviewed for closure.

### **3. Will I receive a notice or letter in writing regarding the DJJ case closure process?**

Yes, all parents who have children committed to DJJ will receive a Parent Letter explaining the process and the law that is effective July 1, 2021.